

PATENT  
10/005,828

**Expedited Procedure – Technology Center 2642**

**B. AMENDMENTS TO THE SPECIFICATION**

Please amend the paragraph beginning at page 1, line 9, with the following paragraph:

(1) U.S. Patent [Application] Serial No. 6,826,276, titled “Managing Caller Profiles Across Multiple Call Hold Centers”, issued November 30, 2004; 10/005,733